

Factors That Affect Doctors To Reach Patients To The Regional Hospital Eduardo Ximenes Baucau. Timor Leste

ABSTRACT

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In the current condition, referral cases to third-level health services for cases that should have been completed at third-level services are still quite high. If the patient has complications, severity of illness, the presence of other chronic diseases that are difficult and patients with decreased immune system, all of whom need further treatment, the primary care physician must promptly and accurately make a judgment and decide to do it reference. The purpose of this study was to explore the factors influencing physicians to refer patients to Regional Hospital Eduardo Ximenes Baucau. Timor Leste. The design of this study is a qualitative study with a phenomenological approach with the focus of the research directed to explore factors that influence doctors to refer patients to Regional Hospital Eduardo Ximenes Baucau. Timor Leste with a sample of 15 informants taken by purposive sampling technique. The findings show that the patient referral system from the Community Health Center to Reffrel Hospital starts when the patient arrives then the doctor will check whether or not to be referred. Criteria that become the doctor's hand in making a referral when referring a patient have the hand criteria namely the patient's condition and facilities. The role of the Medical Team is to make a decision before referring patients. Standard Operating Procedure (SOP) for patient referral. There are special services for patients, especially veteran patients, diplomats, and public figures. To refer a patient to another health facility the doctor must see whether the patient's condition is included in the referral criteria or not. In addition, a doctor must also look at health facilities. If the facilities are inadequate, the doctor can make a patient referral. In addition there are drug and HR criteria. That is, doctors need to pay attention to the stock of drugs they have. Then HR (Human Resources) in this case is a specialist doctor.

Keywords: Doctors, Hospitals, Patients and Referrals

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INTRODUCTION

The development of an urban space area can be characterized by population growth and development of city activities. Many different versions to identify a city or group of people. Judging from the geography and the nature of their lives (Sutaatmadja, 1988), cities can be interpreted as systems of human life systems characterized by high densities and colored with heterogeneous economic strata and materialistic patterns, or can also be interpreted as cultural spans caused by elements natural and non-natural elements with symptoms of population concentration that is large enough with a variety of life patterns compared to the rear area.

There are several factors, each of which consists of the type of infrastructure around our residence, social service facilities and labor. The form of city development can be seen with the structure formed. Internal structure is related to one another. The environment is socially related to the initial purpose of its formation, which is to improve the productivity and quality of life of its population.

There are several factors that can change the health paradigm, although the relative importance of some of these factors is not the same, over time so these habits will be followed, the first is the environment, which includes the physical and sociocultural environment. Then followed by aspects of behavior, including attitudes, behavior and customs. Finally, there are aspects of health services that include prevention, treatment, care and rehabilitation (Budihardjo, 1988).

Actions when appropriate in an effort to fulfill the hopes and needs of people in need by providing according to conditions. The quality of the action given is an outstanding prominence expected and control over the level of excellence is to meet the desires of consumers (Fandy Tjipton, 2004). According to Parasuraman in Endar Sugiarto, there are two main factors that affect the quality of service, namely expected service and perceived service. If the action given or felt is sufficient to give hope to what the customer is asking for, then the quality of thought is in line with expectations and satisfying. If, the service received exceeds customer expectations, the service quality is perceived as the ideal quality. Conversely, if the handling received is lower than that perceived, then the expected quality is worse. Thus, whether or not service quality depends on the ability of providers or equipment to consistently meet the expectations of their customers (Endar Sugiarto, 2002)

Health development in an area should implement a different intervention strategy for each social level. Local government requires partnerships with various parties in the formulation of policies and planning, implementation, financing, and evaluation of the accountability of health development in the working area. This partnership is expected to be more able to guarantee equity, increase coverage and quality, increase efficiency, increase access, and improve accountability for health development.

According to the World Health Organization, health is a complete physical, mental, and social well-being and not just the absence of disease or weakness. Health is an important element of national development. Considering this, the Government has given highest priority to health in the National Development Plan.

The connection with the State of Timor-Leste is constitutionally regulated in the constitution of the Democratic Republic of Timor-Leste (K-RDTL) Article 1 paragraph (1) states that; The Democratic Republic of Timor-Leste is a democratic, sovereign, independent and united country, based on the rule of law, the will of the people and respect for human dignity. The purpose of article 1 paragraph (1) above is related to some of the views of the experts mentioned above, that the State is the highest organization among other organizations in society therefore, the State has an active role in carrying out the function of public services to achieve the objectives - the purpose of the State, Timor-Leste is a democratic country based on the rule of law, so that each tool of the State in carrying out its role and function To achieve the objectives of the state, the state must hold a separation of powers where each power has the same high and equal position low, must not influence each other, intervene and study each other.

The duties and functions of the hospital as a social social organization as well as family and environmental health, are very clear that in managing a hospital is not easy and can be said to be quite complicated. In managing a hospital, it takes a lot of professional staff consisting of doctors, nurses, other paramedics, pharmacists and operators of instruments supporting health equipment. In addition, it was stated that one of the goals to be achieved in the development of health in Timor-Leste at the

moment is reaching the community, nation and country where the population has the ability to reach services

quality health fairly and equally. This means that the government of Timor-Leste is currently trying to create a condition in which the people of Timor-Leste have affordable health services.

In the Common law State, the main purpose of the State is to protect the basic rights of its citizens. Thus the main focus of the State is to provide protection to its citizens because of their individualistic understanding. The state can only act if individuals have given the right to do so. As a further result of this form of protection, a birth called the Habeas Corpus Act (The Principle of Legality of a State act) was born. (TEAM TEACHING HTN FH UGM 2006).

The State of Timor-Leste is a country formed to realize the ideals of its people. In charge of being in three groups. First, the state must provide protection to the population in its territory. Second, the State supports or directly provides a variety of community life services in the social, economic and cultural fields. Third, the state becomes an impartial referee between conflicting parties in society and provides a judicial system that guarantees basic justice in social relations. A country is considered to have independence and sovereignty over its citizens and their affairs and within the boundaries of its territorial territory. State sovereignty is an important element in ensuring the existence of a country (Teuku May Rudy, 2010)

Historically the process of the formation of the State of Timor-Leste as an independent and sovereign state was based on the agreements of groups or social organizations that had very high ideals to defend and defend the sovereignty of the nation and state from the two occupations, namely Portuguese Colonialism for 450 years and Invasion of the Republic of Indonesia (NKRI) state for 24 years occupying the half-island territory is now the State of the Democratic Republic of Timor Leste (RDTL)

In accordance with the details provided in the organization, the Ministry of Health consists of the Minister of Health, Deputy Minister of Health. Director General of Health, Health Service Delivery Division, Administration, Finance, Logistics Services, Planning Policy, Health and District Health Services Division.

The territory of Timor-Leste consists of land areas, maritime zones and airspace determined by the country's borders, which historically consisted of the eastern half of the island of Timor, the enclave of Oecussi, the island of Atauro and the small island of Jaco. Timor-Leste is a democratic country as stated in its official name, Republica Democratica de Timor Leste. RDTL as a democratic country is also emphasized in section I of the RDTL Constitution which states "The Democratic Republic of East Timor is a democratic, sovereign, independent and unitary State based on the rule of law, the will of the people and the respect for the dignity of the human person." Understanding this democratic country is practiced by almost all countries in the world.

With the establishment of health insurance for the people of Timor-Leste the scope of the health insurance program will be expanded by the formation of a tiered health post. Some important things that determine the success of the program are the availability of human resources such as doctors and other health workers who are complete and have competence in their respective fields, the availability of health facilities that are in accordance with the provisions.

Some obstacles were found in the implementation of the field policy, namely regarding the standard or procedure of patient referral to hospitals so that the public did not yet know exactly where to get the best and quality health care (Aulyaa, 2014). Transfer of health insurance still faces many obstacles. the patient referral system is felt to be ineffective, there are still many communities that have not yet reached health services as a result there has been a significant buildup of patients.

It was also found that health referral services were carried out in stages according to medical needs. In the first level of health services, health can be treated at a primary health facility in the Help post in accordance with its requirements.

If you need further services by the Community Health Center, if the patient needs further treatment, then the Community Health Center refers to a referral Hospital or third-level health facility. This referral is only given if the patient requires specialist health services, or if the primary health facility designated to serve the patient cannot provide health services due to limited facilities, services and or medical personnel. If patients still cannot be treated at secondary health facilities, they can be

referred to tertiary health facilities for treatment by sub-specialist doctors who use sub-specialty health knowledge and technology.

In the current condition, referral cases to third-level health services for cases that should have been completed at third-level services are still quite high. Based on the Health Research Rasesment, most of the diseases with the most cases in Timor-Leste are included in the medium criteria (doctors are able to diagnose the disease well and are able to manage it properly and correctly) by emphasizing the level of ability. If the patient has complications, severity of illness, the presence of other chronic diseases that are difficult and patients with decreased immune system, all of whom need further treatment, the primary care physician must promptly and accurately make a judgment and decide to do it reference.

In general, referral patients are already alarming. This could be due to several factors among geographical factors, the spread of health facilities that have not been evenly distributed, the availability of medicines in health facilities in remote areas is incomplete and the behavior and lack of activity of health workers in health facilities in remote areas. In addition to the aforementioned factors the existence of power or shaman is very important for patients because they are always accompanied by power for twenty-four hours when sick compared to the presence of health workers.

If the referral system in Timor-Leste does not work according to existing regulations, it will have an impact on the futures health referral system. The Community health center is too lax in providing referrals to referral hospitals as a result the health services provided are not running in accordance with expectations, in addition to the increased burden of claims costs in secondary service facilities and increasing the workload of officers in referral hospital health service facilities because of the duties and responsibilities of officers at health facilities Community health centers that should be completed are charged to the staff at the referral hospital service facility.

A referral system is a service delivery system that carries out mutual responsibility for a single case of illness or health problem vertically (from units that are better able to handle), or horizontally (between units of the same level of ability) (Notoatmodjo, 2007). The referral system has benefits related to medical logic, cost effectiveness, rational hospital service development, medical ethics and general practice in the community.

Community health centers in improving health services need other support to handle their duties and responsibilities, including computers that have evolved and experienced a new paradigm shift and follow today's mining that is supported by information technology, so that service goals are achieved without having to use expensive costs. This is called effective as well as efficient. Efficient also means the reduction of waiting time in the referral process and the reduction in unnecessary referrals because it can actually be handled at the original health care facility, either with the help of the latest technology or appropriate technology or low cost technology, which can still be accounted for

The health paradigm is influenced by several aspects, although the magnitude of the relative importance of each of these aspects is not the same, successively the magnitude of the influence, the first is the environment, which includes the physical and sociocultural environment. Then followed by aspects of behavior, including attitudes, behavior and customs. Finally, there are aspects of health services that include prevention, treatment, care and rehabilitation (Budihardjo, 1988).

The scale of this research data uses scale. Tiered referral services provided during the last three years at Lautem Community Health Center to Regional Hospital Eduardo Ximenes Baucau-Timor Leste as many as 1457. With details 2016 as many as 552 cases, 2017 as many as 234 cases, 2018 as many as 471 cases

Based on the background above, the authors are interested in making a study with the title Factors influencing Doctors to Refer Patients to Regional Hospital Eduardo Ximenes Baucau. Timor Leste

METHODS

In this study, researchers used a qualitative design with a phenomenological approach that is exploring a problem with detailed boundaries, has in-depth data retrieval, and includes various sources of information. This study will explore the factors that influence physicians to refer patients to Regional Hospital Eduardo Ximenes Baucau. Timor Leste.

The number of samples of this study were 15 informants with a sampling technique using purposive sampling. Data analysis uses Ordinal Regression test.

RESULTS

The findings show that the patient referral system from the Community Health Center to Reffrel Hospital starts when the patient arrives then the doctor will check whether or not to be referred. Criteria that become the doctor's hand in making a referral when referring a patient have the hand criteria namely the patient's condition and facilities. The role of the Medical Team is to make a decision before referring patients. Standard Operating Procedure (SOP) for patient referral. There are special services for patients, especially veteran patients, diplomats, and public figures. To refer a patient to another health facility the doctor must see whether the patient's condition is included in the referral criteria or not. In addition, a doctor must also look at health facilities. If the facilities are inadequate, the doctor can make a patient referral. In addition there are drug and HR criteria. That is, doctors need to pay attention to the stock of drugs they have. Then HR (Human Resources) in this case is a specialist doctor.

DISCUSSION

Factors of Free Health Services by the Government of Timor Leste

Public / public services are activities carried out by a person or group of people (institutions) on the basis of material factors through certain systems, procedures and methods in an effort to meet the interests of others in accordance with their rights. Public service is a right for the community, and applies universally to anyone with an interest in the service provided by an organization / institution providing public / public services.

According to a theoretical study by Abdul Wahab (2002) that services can be defined as all forms of services, both in the form of public goods and services which are principally the responsibility and carried out by government agencies, in the environment as public / public service organizations, in the context of efforts meeting the needs of the community and in the context of implementing the provisions of the legislation.

By considering the environment and situation that tends to keep changing, public service organizations must remain relevant, have high performance, be efficient and be able to respond to a variety of new challenges, the key word is the government's ability to regulate the provision of a variety of responsive, competitive and quality public services to its people

Patient Referral System Factors from the Community Health Center to Reegional Hospital and Factors that influence.

Patient referral is a system of delegating mutual responsibility for a case or problem that arises both vertically (and one unit to a more complete unit / hospital) or horizontally (from one other part in a unit). According to the theoretical study proposed by Notoatmojo (2003) that the referral system is a system of health service delivery that carries out the transfer of mutual responsibility for a case of illness or health problem. In terms of referral health facilities can be divided into 2 types, namely Horizontal Reference and Vertical Reference. Which of the referral results made, tends to lead to Horizontal Reference.

The results of this study are in accordance with the reference system theory that has been described. Namely in accordance with the study of reference theory and its divisions put forward by Notoatmojo, (2003) which in this case is also supported by the study of the theory put forward by Mukhtar (1977). In addition, the results of this study also place it that the referral system described in the results of this study is in accordance with the Vertical type of referral system. Ie the patient referral is carried out between health services at different levels in the level of health facilities. Whether it's from a low service level to a high service or vice versa. For example from low to high service, which starts from the Health Post, then to the Community Health Center, to the Regional Hospital. Then, the referral made is in accordance with the medical referral proposed by Syafrudin (2014). Also these referrals are of the medical referral type Transfer of Patients. Namely, patient consultation for diagnostic, treatment, operative measures and others.

Due to the limited resources and available health funds, an effective and efficient use of medical service facilities must be sought. Referral is a network of health services that allows a change of responsibility for problems in a case that cannot be handled properly. As the reference theory study revealed by Syafrudin (2014), is the mutual transfer of responsibility for one case that arises both vertically and horizontally to the more authorized and able to handle rationally. In its implementation, of course there are also factors that influence the patient's referral process.

The results of this study are compatible with the theoretical study revealed by Syafrudin (2014) regarding referral is the mutual transfer of responsibility for one case that arises both vertically and horizontally to the more authorized and able to handle rationally. Then also have in common 2 of the 4 factors that influence patient referral, which factors are expressed by Notoatmojo (2003), namely the factor of community knowledge and Infrastructure. Then the 2 factors that have nothing in common are the attitude of health workers and information.

Finally, that this research is substantially in accordance with the factors put forward by Andersen (1995), namely in the context of community demographics, social conditions, social conditions of public confidence in health services. Then the individual needs in using health facilities, the ability of the family itself, health facilities and the number of experts.

Criteria Factors that Doctors Hold in Making Referrals

As the principle of "patient safety is the main law" (*Salus aegroti suprema lex est*) it is important for doctors and other health professionals to prioritize the health of their patients. However, due to the limited human resources and health funds provided, it is necessary to make effective and efficient use of available medical service facilities. Therefore the doctor will decide and recommend whether the patient is referred or not. Then it is important for doctors to have criteria that hold them.

Then the results of this study also have the compatibility with the study of the theory put forward by Syafrudin (2014). Which conformity lies in the provisions that are excluded referral to emergency patients, namely the criteria for the level of ability or completeness of health facilities, for example Hospital facilities in accordance with the level of classification. Then the criteria for the existence of transportation networks or transportation facilities used to refer to health facilities or hospitals, as described in the criteria for facilities. Also the geographical condition of the health facility area, and do not forget to carry out the mapping of the reference area, the patient / family desires of the patient in choosing the referral destination need to be considered

The Role Factor of the Medical Team to make decisions before referring patients

The medical team is a team consisting of several members. Where it is especially in the presence of health services is to discuss and determine a decision regarding the patient's referral status. According to a theoretical study from WHO (2002) it is explained that an effective referral system shows that there is a close relationship between each level of the health system and helps to ensure that everyone receives the best and closest health services to their place of residence. It also revealed the referral system, the organization's performance and involvement, and the referral procedure.

The Medical Team is a team from which a decision is made regarding the patient's referral status. In short the members themselves consist of doctors and health staff who are in the puskesmas. However, there are some health facilities that have it and some that do not. To overcome this, they consulted with existing specialist doctors. From this it can be concluded that the results of this study in accordance with the effective referral system contained in WHO (2002) also show there is a close relationship between each level of the health system and help to ensure everyone receives the best and closest health care services to their place of residence . Even though there are a number of health facilities in the field that do not have a Medical Team, they are still able to carry out their duties, especially in terms of referring patients.

Factors for Standard Operating Procedure (SOP) for patient referral

The hospital is an organ that brings together tasks that are based on the argument of medical ethics because it is a place of work for professionals who recite medical oaths bound by the postulates of hippocrates in carrying out their duties. Besides that, in terms of law as the basis for the organization of

the Hospital as an organ engaged in legal relations in society bound by legal norms and community ethical norms, the two norms are different, both in its formation, and in the implementation of its consequences if violated.

From this we can of course draw a conclusion about the absence of SOPs about patients' injuries. Of course this is contrary to the study of the theory of Syafrudin (2014) which neatly explains a standard procedure for the Implementation of a Tiered Referral System. It can be seen from the presentation of the theory that there are clear and concrete steps regarding the implementation. Then, the results of this study are also not in line with the study of the theory of Endang wahyati yustina (2012). There explained the importance of medical standards for hospitals. This is because hospitals are different in nature from other public services where hospitals must pay attention to the hospital's code of ethics and professional code of ethics.

Special Service Factors or VIPs for Veterans. Diplomatic group and public figure

The hospital has a mission to provide quality and affordable health services to the community in order to improve community health status. The task of public hospitals is to carry out health service efforts in an effective and effective manner by prioritizing healing and recovery which are carried out in a harmonious and integrated manner by enhancing and preventing and implementing referral efforts.

The results of the above study illustrate that there are special or special treatments among patients who come for treatment. This is due to government policies that provide special rules for these patients. Of course there are important reasons behind these rules. Because basically there is no special treatment for patients. Therefore the results of this study are in accordance with the study of Abdul Wahab's service theory, (2002). Which states that all forms of services are principally the responsibility and implemented by government agencies, as well as the government's ability to regulate the provision of a variety of responsive, competitive and quality public services to its people. It is also in accordance with the study of Syarifudin's theory (2014) regarding the provision of referral services. There can be excluded provisions regarding tiered referral services, namely the specificity of the patient's health problems; also cases that have been enforced treatment plans and such therapy can only be done in advanced health facilities

CONCLUSION

1. The findings show that the patient referral system from the Community Health Center to Referral Hospital starts when the patient arrives and then the doctor will check whether or not to be referred.
2. Criteria which become the doctor's hand in making a referral when referring a patient have a handbook of patient's condition and facilities
3. The role of the Medical Team to make a decision before referring patients
4. Standard Operating Procedure (SOP) for patient referral
5. There are special services for patients, especially veteran patients, diplomats, and public figures

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